



1/23

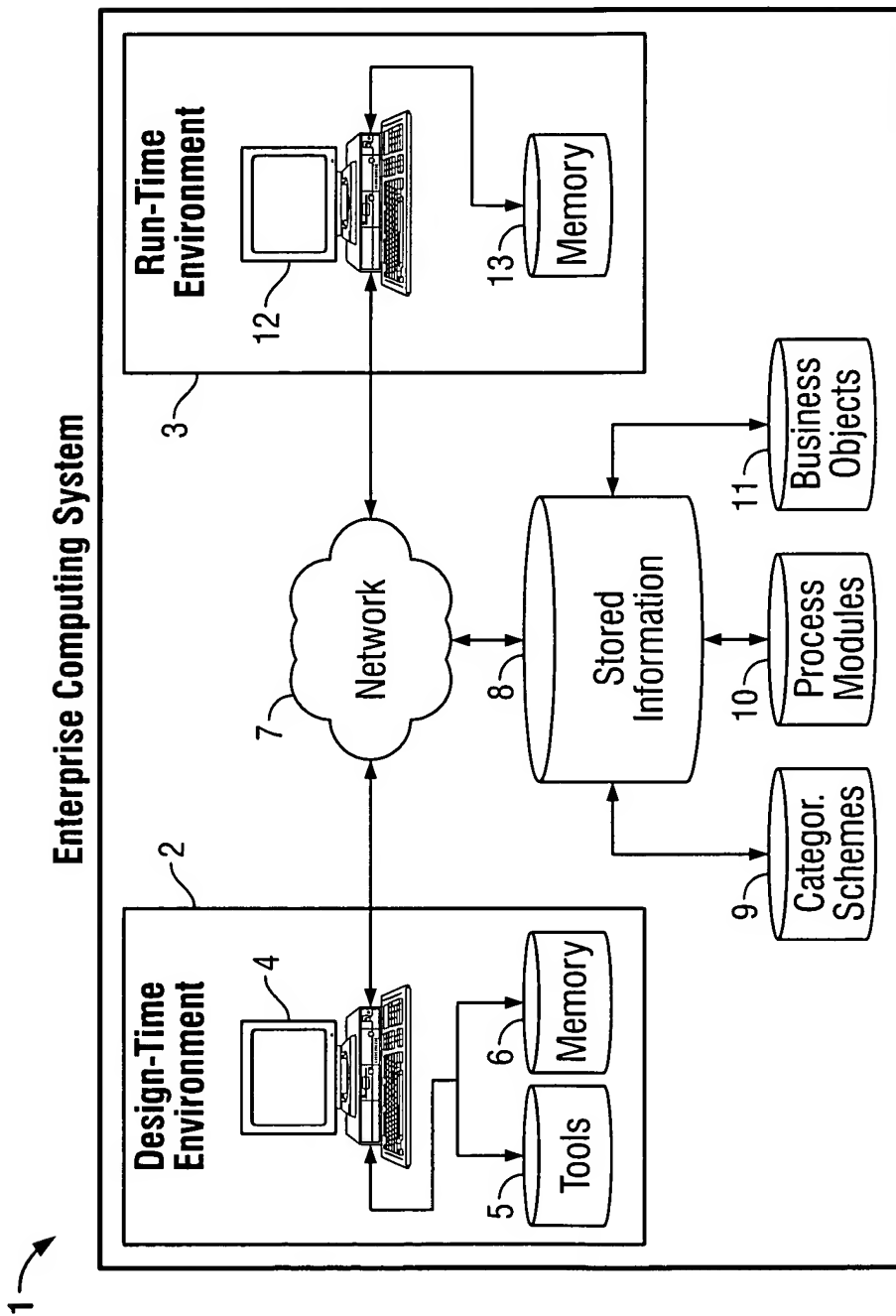


FIG. 1A

2/23

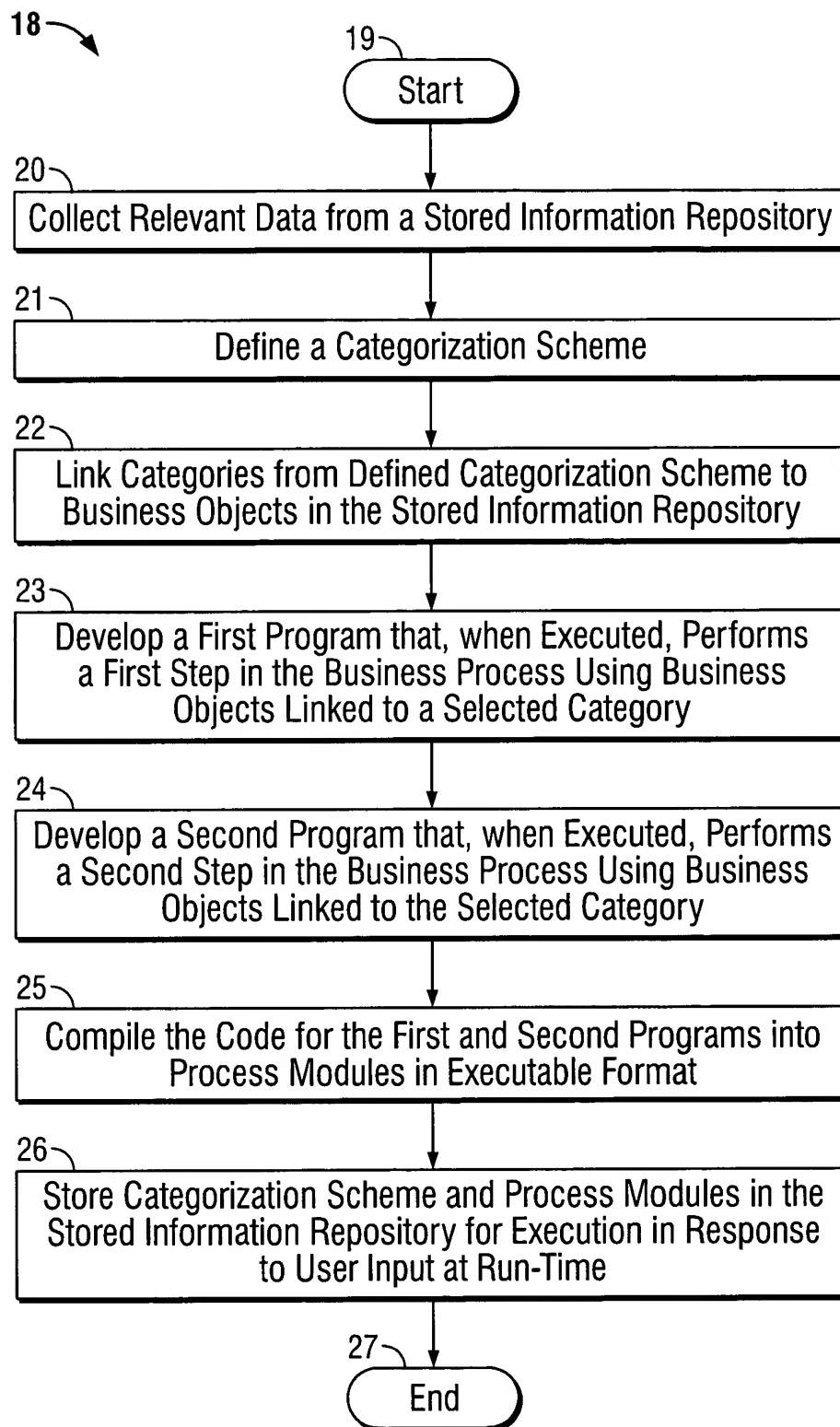


FIG. 1B

3/23

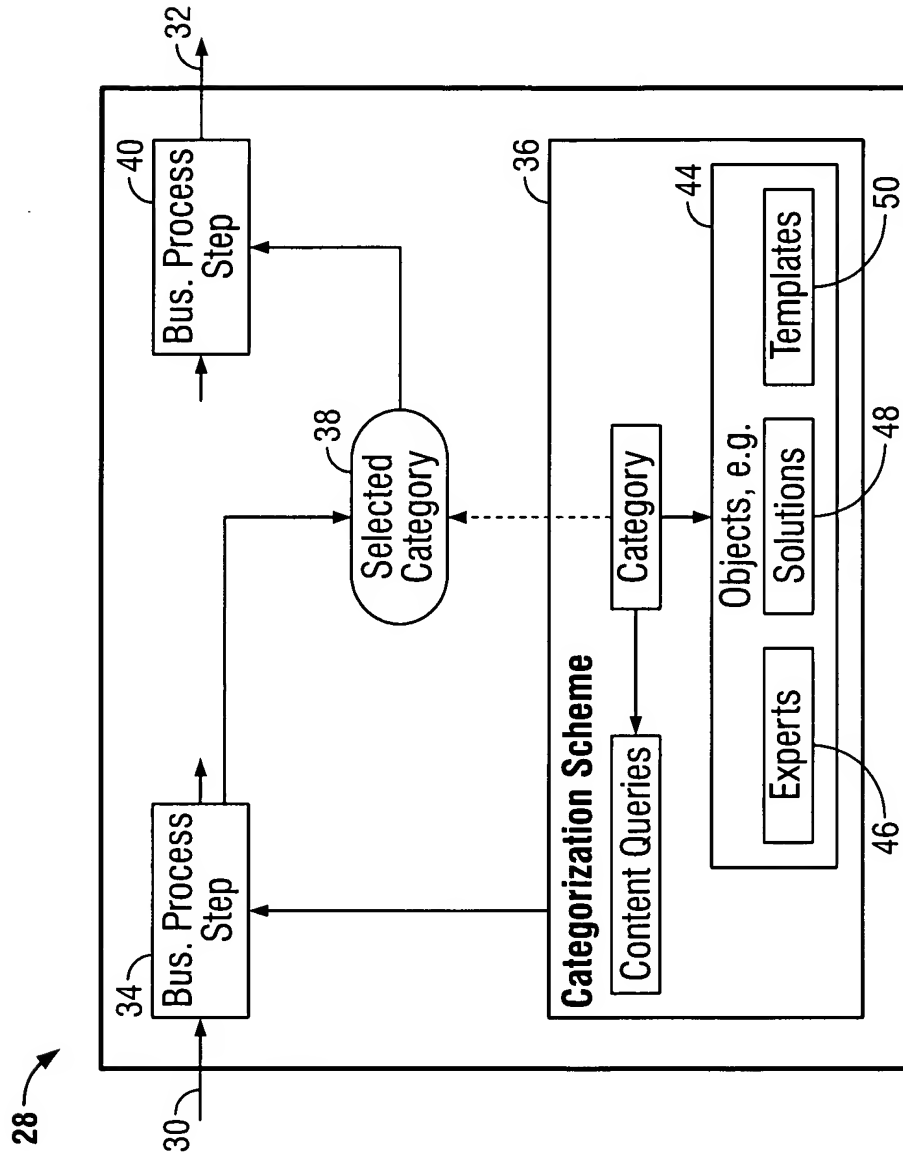


FIG. 2A

4/23

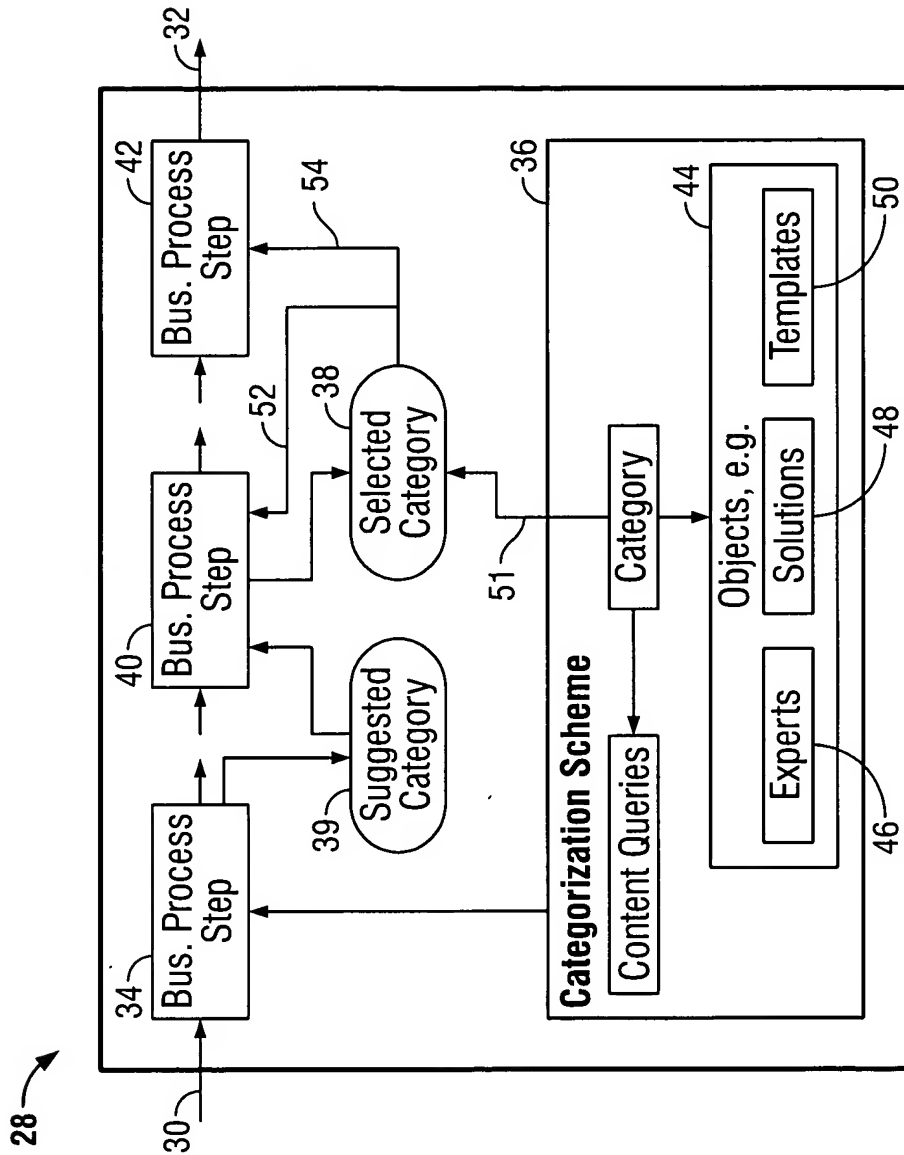


FIG. 2B

5/23

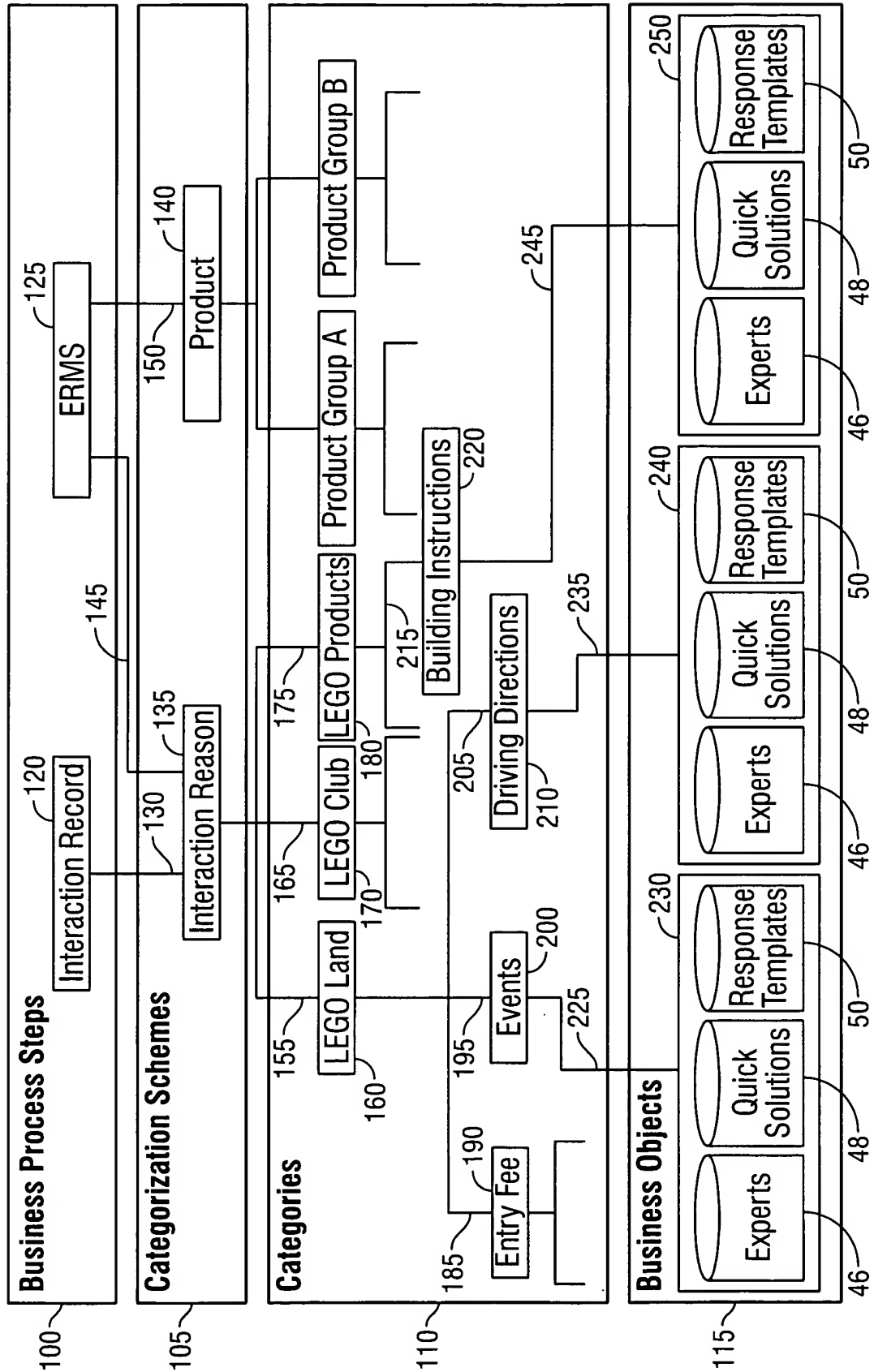


FIG. 3

6/23

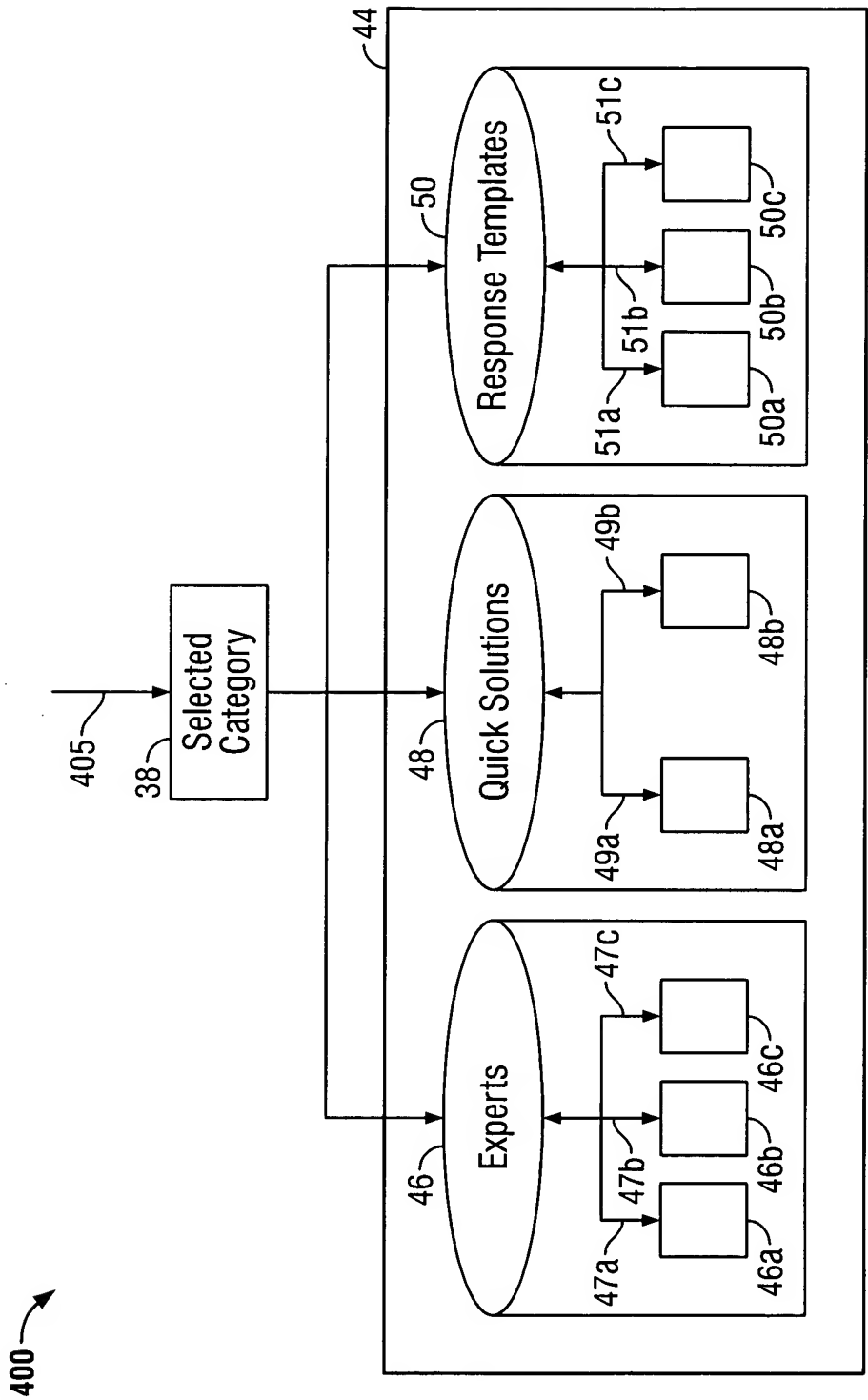


FIG. 4

7/23

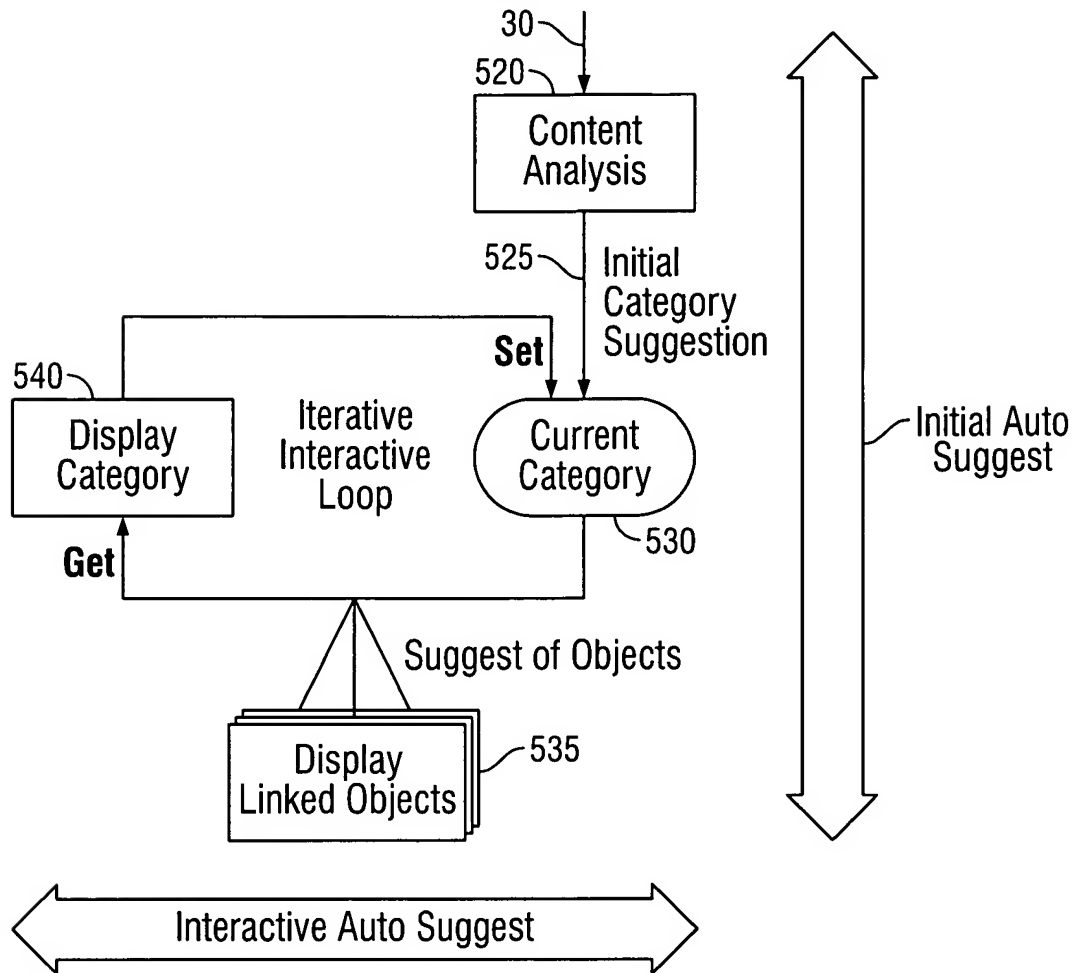


FIG. 5A

550

Description

Priority / Status:

Reason:

Classification 1:

Classification 2:

Classification 3:

Classification 4:

555

560

FIG. 5B

8/23

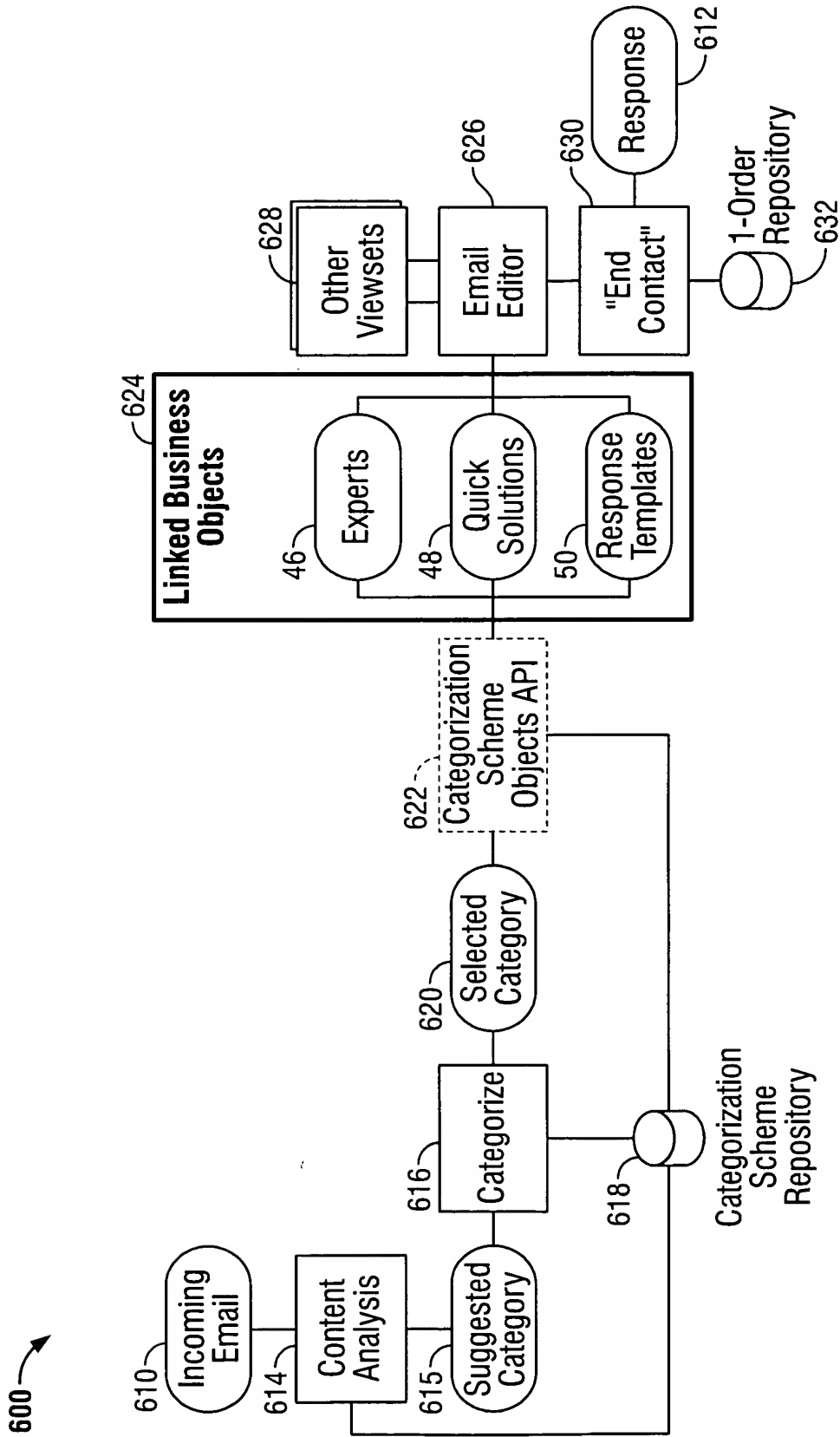



FIG. 6

9/23

	<p>SAP</p> <hr/> <p>Mail Outbound Connected b.frissel@martin.net Ready 0:05 / 0:15</p>	<p>Ready Wrap Up Not Ready</p>				
<p>E-Mail</p> <ul style="list-style-type: none"> Identify Account Interaction Record Cases Sales Order Service Order Knowledge Search Campaigns 	<div style="border: 1px solid black; padding: 5px;"> <p>E-Mail Header</p> <p>From: pj.castillo@lego.com</p> <p>Reply To: service@lego.com</p> <p>To: b.frissel@martin.net</p> <p>Cc:</p> <p>Bcc:</p> <p>Date/Time:</p> </div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p>Attachments</p> <table border="1" style="width: 100%;"> <thead> <tr> <th>Document Title</th> <th>Type</th> </tr> </thead> <tbody> <tr> <td>[Icon] [Icon] [Icon]</td> <td>1/1</td> </tr> </tbody> </table> <p>Add Delete</p> </div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p>Interaction Log</p> <p>Reason: Directions</p> <p>Priority: Medium</p> <p>Description: Directions to LEGOLAND</p> <p>Status/Result:</p> </div>		Document Title	Type	[Icon] [Icon] [Icon]	1/1
Document Title	Type					
[Icon] [Icon] [Icon]	1/1					
<p>E-Mail</p> <p>Subject: Re: Directions to LEGOLAND</p> <p>Text type / Language: HTML English</p> <p>Insert Standard Response:</p> <p>[Icons]</p> <p>Arial 7 (36 pt)</p> <p>> Hi, > Please send me the directions to LEGOLAND California. > Thx, Bill Frissel</p>	<div style="border: 1px solid black; padding: 5px;"> <p>Send Save Print Delete</p> </div>					

FIG. 7A

700

700 

10/23

700 →

SAP

Mail Outbound Connected
b.frissel@martin.net
0:05 / 0:15
Ready
Ready
Not Ready

Bill Frissel
Martin Co. Ltd.

Accept Reject Transfer End Dial Pad

E-Mail

Identify Account
Interaction Record
Cases
Sales Order
Service Order
Knowledge Search
Campaigns

E-Mail

Chat
Index
Scripts

Universal Inbox
Interaction History

E-Mail Header

From: pj.castillo@lego.com
Reply To: service@lego.com
To: b.frissel@martin.net
Cc:
Bcc:
Date/Time:

Attachments

Document Title
Type
1/1
Add Delete

Interaction Log

Reason: Directions
Priority: Medium
Description: Directions to LEGOLAND
Status/Result:

710

Re: Directions to LEGOLAND
HTML
English
Go

Directions - LEGOLAND Billund
Directions - LEGOLAND California
Directions - LEGOLAND Deutschland
Directions - LEGOLAND Windsor
More Responses...

730

> Hi,
> Please send me the directions to LEGOLAND California.
> Thx, Bill Frissel

Send Save Print Delete

FIG. 7B

11/23

700 →

Bill Frissel
Martin Co. Ltd.

Accept

Reject

Transfer

End

Dial Pad

Mail Outbound
Connected

b.frissel@martin.net
0:05 / 0:15
Ready

Ready

Wrap Up

Not Ready

SAP

Identify Account

Interaction Record

Cases

Sales Order

Service Order

Knowledge Search

Campaigns

E-Mail

Chat

Index

Scripts

Universal Inbox

Interaction History

730

Re: Direction to LEGOLAND

HTML


English

Directions - LEGOLAND California

7 (36 pt)

Text type / Language:

Insert Standard Response:



Hi Bill,
Here are the directions:
LEGOLAND® California is located in the seaside village of
Carlsbad, just 30 minutes north of San Diego and one
hour south of Anaheim.
From North San Diego County:
Take Coastal 5 South to Cannon Road East, and follow
signs to LEGOLAND
From North San Diego County Inland:
Take 15 North or South to 78 West to 5 South, then take
Cannon Road East and follow signs to LEGOLAND
From North San Diego South Bay Area:
Take 5 South to Cannon Road East, and follow signs to
LEGOLAND
From East San Diego County, Hotel Circle:
Take 8 West to 5 North to Cannon Road East, then follow
signs to LEGOLAND

Send

Save

Print

Delete

E-Mail Header

From: p.castillo@lego.com

Reply To: service@lego.com

To: b.frissel@martin.net

Cc:

Bcc:

Date/Time:

Attachments

Document Title

Type

1/1

Add

Delete

Interaction Log

Reason: Directions

Priority: Medium

Description: Directions to LEGOLAND

Status/Result:

710

712

FIG. 7C

12/23

700

SAP

Mail Outbound Connected
b.frissel@martin.net
0:05 / 0:15
Ready
Ready
Not Ready

Bill Frissel
Martin Co. Ltd.

Accept Reject Transfer End Dial Pad

E-Mail

Identify Account
Interaction Record
Cases
Sales Order
Service Order
Knowledge Search
Campaigns

E-Mail

Subject: Re: Lego exclusive sets catalog request
Text type / Language: HTML English
Insert Standard Response: Membership Catalog Request Subscription Enquiry Publication request Event list Greeting Order Status
More Responses...

730

> Hi,
> Please send me the prod
> Lego sets.
> Thx, Bill Frissel

E-Mail Header

From: pj.castillo@lego.com
Reply To: service@lego.com
To: b.frissel@martin.net
Cc:
Bcc:
Date/Time:

Attachments

Document Title Type
1/1
Add Delete

Interaction Log

Reason:
Priority:
Description:
Status/Result:

Interaction Record

Reason:
Priority:
Description:
Status/Result:

718

712

710

730

Send Save Print Delete

FIG. 8A

13/23

[illegible]

FIG. 8B

14/23

700 →

SAP	
Mail Outbound Connected	b.frissel@martin.net 0:05 / 0:15 Ready
<input type="radio"/> Ready <input type="radio"/> Wrap Up <input type="radio"/> Not Ready	

Bill Frissel Martin Co. Ltd.	E-Mail
<input type="button" value="Accept"/> <input type="button" value="Reject"/> <input type="button" value="Transfer"/> <input type="button" value="End"/> <input type="button" value="Dial Pad"/>	

Value Help Selection	Search Criteria
Interaction Reason: Language:	<input type="button" value="Search"/> <input type="button" value="Clear"/> <input type="button" value="Close"/>

More Responses - Search	Search Criteria
Show me standard responses with Interaction Reason: With this title: Language:	<input type="button" value="Search"/> <input type="button" value="Clear"/>

E-Mail	Results														
Identify Account Interaction Record Cases Sales Order Service Order Knowledge Search Campaigns	<table border="1"><thead><tr><th>Title</th><th>Created By</th></tr></thead><tbody><tr><td>170</td><td></td></tr><tr><td>160</td><td></td></tr><tr><td>210</td><td></td></tr><tr><td>190</td><td></td></tr><tr><td>200</td><td></td></tr><tr><td>180</td><td></td></tr></tbody></table>	Title	Created By	170		160		210		190		200		180	
Title	Created By														
170															
160															
210															
190															
200															
180															

E-Mail	Search Criteria
Interaction Reason: Language:	<input type="button" value="Search"/> <input type="button" value="Clear"/> <input type="button" value="Close"/>

Search Criteria	Results														
<input type="checkbox"/> LEGO Club <input type="checkbox"/> LEGO Land <input type="checkbox"/> Driving Directions <input type="checkbox"/> Entry Fee <input type="checkbox"/> Events <input type="checkbox"/> LEGO Products	<table border="1"><thead><tr><th>Title</th><th>Created By</th></tr></thead><tbody><tr><td>Refers to the exclusive..</td><td></td></tr><tr><td>Enquires regarding the ..</td><td></td></tr><tr><td>Enquires requesting..</td><td></td></tr><tr><td>Requests to clarify entry..</td><td></td></tr><tr><td>Requests to know current..</td><td></td></tr><tr><td>Category enumerating the..</td><td></td></tr></tbody></table>	Title	Created By	Refers to the exclusive..		Enquires regarding the ..		Enquires requesting..		Requests to clarify entry..		Requests to know current..		Category enumerating the..	
Title	Created By														
Refers to the exclusive..															
Enquires regarding the ..															
Enquires requesting..															
Requests to clarify entry..															
Requests to know current..															
Category enumerating the..															

Universal Inbox	Interaction History
<input type="button" value="Insert"/> <input type="button" value="Add to favorites"/> <input type="button" value="Cancel"/>	

FIG. 8C

15/23

700 →

Bill Frissel
Martin Co. Ltd.

Accept

Reject

Transfer

End

Dial Pad

Mail Outbound
Connected

b.frissel@martin.net
0:05 / 0:15
Ready

Ready

Wrap Up

Not Ready

SAP

Identify Account
Interaction Record
Cases
Sales Order
Service Order
Knowledge Search
Campaigns

E-Mail
Chat
Index
Scripts

Universal Inbox
Interaction History

E-Mail

Search

Clear

820

More Responses - Search

Show me standard responses with

Interaction Reason:
With this title:
Language:

Driving Directions

Results

Title	Category	Created On	Created By
<input type="checkbox"/> Directions - LEGOLAND Billund	Directions		chavez
<input type="checkbox"/> Directions - LEGOLAND California	Directions		chavez
<input type="checkbox"/> Directions - LEGOLAND Deutschland	Directions		chavez
<input type="checkbox"/> Directions - LEGOLAND Windsor	Directions		chavez
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			

Insert

Cancel

FIG. 8D

Applicant(s): Christopher Ronnewinkel

DESIGN-TIME CREATION OF RUN-TIME MODULES THAT
USE CATEGORIZATION

16/23

700 →


<div style="text-align: right;">SAP</div>		Mail Outbound Connected		b.frissel@martin.net Ready
		0:05 / 0:15	<input type="radio"/> Ready <input type="radio"/> Wrap Up <input type="radio"/> Not Ready	
Bill Frissel Martin Co. Ltd.		<input type="button" value="Accept"/> <input type="button" value="Reject"/> <input type="button" value="Transfer"/> <input type="button" value="End"/> <input type="button" value="Dial Pad"/>		830
<input type="checkbox"/> Identify Account <input type="checkbox"/> Interaction Record <input type="checkbox"/> Cases <input type="checkbox"/> Sales Order <input type="checkbox"/> Service Order <input type="checkbox"/> Knowledge Search <input type="checkbox"/> Campaigns		◀ ▶ E-Mail		
E-Mail		Standard Response - Detail		
Title: Directions LEGOLAND California Category: Directions Created by: Chavez Created on: 09.25.2003 Preview:		<div style="border: 1px solid black; padding: 5px;">  <p>Hi Bill, Here are the directions: LEGOLAND® California is located in the seaside village of Carlsbad, just 30 minutes north of San Diego and one hour south of Anaheim. From North San Diego County: Take Coastal 5 South to Cannon Road East, and follow signs to LEGOLAND From North San Diego County Inland: Take 15 North or South to 78 West to 5 South, then take Cannon Road East and follow signs to LEGOLAND From North San Diego South Bay Area: Take 5 South to Cannon Road East, and follow signs to LEGOLAND From East San Diego County, Hotel Circle: Take 8 West to 5 North to Cannon Road East, then follow signs to LEGOLAND</p> <p>Thanks and best regards, P. J. Costello Customer Service Representative</p> </div>		
<input type="button" value="Insert"/> <input type="button" value="Cancel"/>		832		

FIG. 8E

17/23

Page 17 of 23

700

Bill Frissel
Martin Co. Ltd.

Accept

Reject

Transfer

End

Dial Pad

Identify Account

Interaction Record

Cases

Sales Order

Service Order

Knowledge Search

Campaigns

E-Mail

Chat

Index

Scripts

Universal Inbox

Interaction History

SAP

Mail Outbound
Connected

b.frissel@martin.net
0:05 / 0:15
Ready

Ready

Wrap Up

Not Ready

E-Mail Header

From: pj.castillo@lego.com

Reply To: service@lego.com

To: b.frissel@martin.net

Cc:

Bcc:

Date/Time:

Attachments

Document Title

Type

1/1

Add

Delete

Interaction Log

Reason: Directions

Priority: Medium

Description: Directions to LEGOLAND

Status/Result:

E-Mail

Subject: Re: Directions to LEGOLAND

Text type / Language: HTML English

Insert Standard Response: Directions - LEGOLAND California

7 (36pt) 840

Hi Bill,
Here are the directions:
LEGOLAND® California is located in the seaside village of
Carlsbad, just 30 minutes north of San Diego and one
hour south of Anaheim.
From North San Diego County:
Take Coastal 5 South to Cannon Road East, and follow
signs to LEGOLAND
From North San Diego County Inland:
Take 15 North or South to 78 West to 5 South, then take
Cannon Road East and follow signs to LEGOLAND
From North San Diego South Bay Area:
Take 5 South to Cannon Road East, and follow signs to
LEGOLAND
From East San Diego County, Hotel Circle:
Take 8 West to 5 North to Cannon Road East, then follow
signs to LEGOLAND

Send Save Print Delete

710

718

FIG. 8F

18/23

700 →

Bill Frissel
Martin Co. Ltd.

Accept

Reject

Transfer

End

Dial Pad

Mail Outbound
Connected

0:05 / 0:15

Ready

Ready

Wrap Up

Not Ready

Identify Account

Interaction Record

Cases

Sales Order

Service Order

Knowledge Search

Campaigns

E-Mail

Chat

Index

Scripts

Universal Inbox

Interaction History

Subject: Re: KRIKORI NUI building instructions

Text type / Language: HTML English

Insert Standard Response:

7 (36pt)

7 (36pt)

Hi,

> Could you please send me the KRIKORI NUI building instructions?

> Thx, Bill Frissel

Send

Save

Print

Delete

E-Mail Header

From: pj.castillo@lego.com

Reply To: service@lego.com

To: b.frissel@martin.net

Cc:

Bcc:

Date/Time:

Attachments

Document Title

Type

1/1

Add

Delete

Interaction Log

Reason: Building Instructions-KRIKORI NUI

Priority: Medium

Description: KRIKORI NUI building instructions

Status/Result:

710

718

FIG. 9A

19/23

Bill Frissel
Martin Co. Ltd.

Accept Reject Transfer End Dial Pad

2 Automatically Proposed Solutions Available

Mail Outbound Connected

b.frisse@martin.net
0:05 / 0:15

Ready Wrap Up Not Ready

SAP

E-Mail

Identify Account
Interaction Record
Cases
Sales Order
Service Order
Knowledge Search
Campaigns

E-Mail

Chat
Index
Scripts

Universal Inbox
Interaction History

E-Mail Header

From: pj.castillo@lego.com

Reply To: service@lego.com

To: b.frisse@martin.net

Cc:

Bcc:

Date/Time:

Attachments

Document Title	Type
	1/1

Add Delete

Interaction Log

Reason: Building Instructions-KRIKORI NUI

Priority: Medium

Description: KRIKORI NUI building instructions

Status/Result:

E-Mail

Subject: Re: KRIKORI NUI building instructions

Text type / Language: HTML English

Insert Standard Response:

B I U Bold Italic Underline

Text Color Background Color

Link Unlink

Indent Outdent

Align Left Center Right

Decrease Increase

Font Size: 7 (36pt)

> Hi,

> Could you please send me the KRIKORI NUI building instructions?

> Thx, Bill Frissel

Send Save Print Delete

FIG. 9B

20/23

[illegible]

FIG. 9C

21/23

700

Bill Frissel

Martin Co. Ltd.

Accept

Reject

Transfer

End

Dial Pad

Mail Outbound

Connected

0:05 / 0:15

Ready

Ready

Not Ready

Identify Account

Interaction Record

Cases

Sales Order

Service Order

Knowledge Search

Campaigns

E-Mail

Chat

Index

Scripts

Universal Inbox

Interaction History

Subject: 730

Re: KRIKORI NUI building instructions

Text type / Language: HTML English

Insert Standard Response: building instructions request

7 (36pt)

730

Mr. Frissel,

The building instructions you requested are attached.

Have fun building with LEGO!

Kind Regards,

PJ Castillo

Customer Service Representative

> Hi,

> Please send me the product catalogue for the exclusive

> Lego sets.

> Thx, Bill Frissel

From: pj.castillo@lego.com

Reply To: service@lego.com

To: b.frissel@martin.net

Cc:

Bcc:

Date/Time:

Attachments

Document Title

LEGO Krikori Nui building instructions

Type

1/1

Add

Delete

Interaction Log

Reason: Building Instructions-KRIKORI NUI

Priority: Medium

Description: KRIKORI NUI building instructions

Status/Result:

Interaction Record

Reason: Building Instructions-KRIKORI NUI

Priority: Medium

Description: KRIKORI NUI building instructions

Status/Result:

710

718

942

940

912

FIG. 9D

22/23

1000 →

1013

ERMS

User Administration • Standard Responses • Categories • Repository • Templates • Rules

Categories

Show: My favorites Get: Go Open Advanced Search

Save Create Sub node Change Cut Copy Paste Delete Print Add to Favorites Help

Name	Description
Categories	Root
Interaction Reason	The reason for Customer Contacting LEGO
LEGO Club	Refers to the exclusive Lego club; Category to address member questions & concerns
LEGO Land	Enquires regarding the Lego Land
Driving Directions	Enquiries requesting driving directions
Entry Fee	Requests to clarify entry fee
Events	Request to know current events at Lego Land
LEGO Products	Category enumerating the wide range of Lego products
LEGO Org Chart	The organizational Chart of LEGO

1003 1014 1/5

1002

1005

1007

1008

1009

1012

1004

1006

1011

1/1

1000

FIG. 10

23/23

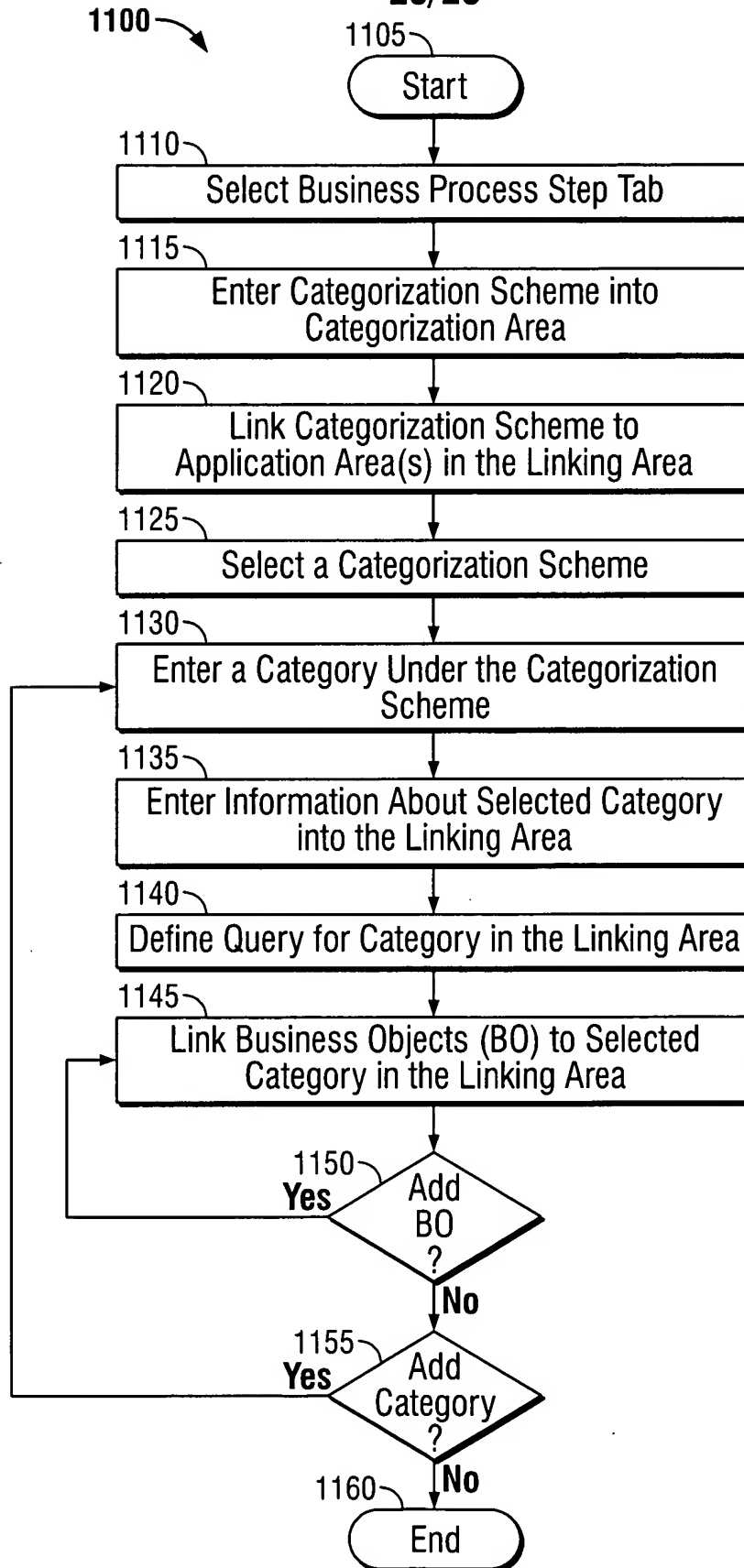


FIG. 11